IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.	:	09/826,121	Confirmation No. 2317
Applicant	:	Andy Ming Lee *et al.*	
Filed	:	April 4, 2001	
TC/A.U.	:	2162	
Examiner	:	Jean M. Corrielus	

Docket No.	:	1602034-0002 (previously 075.0001)
Customer No.	:	007470

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Arlington, VA 22313-1450

DECLARATION UNDER 37 C.F.R. § 1.131

I, the undersigned, declare that:

1.   My name and residence is as listed below.

2.   I am a joint inventor in the above-identified patent application ("The Patent Application").

3.   I participated in the development of software that contains an embodiment of the above-referenced patent application prior to March 14, 2001.

4.   The claims of the patent application as currently amended are attached as Exhibit 1.

5.   The document attached hereto as Exhibit 2 is a true and correct listing of files comprising source code containing an embodiment of the claimed invention as stored in computer archival storage maintained by the assignee of the Patent Application, Alorica, Inc. of Chino, California ("Alorica").

6.   All of the files listed in Exhibit 2 were created on or before December 8, 2000.

7.   All of the files listed in Exhibit 2 were created in the United States of America.

8.   The code contained in the files listed in Exhibit 2, when placed in a properly configured system, comprises an operational embodiment of the present invention.

9.   A method, system, or computer program that performs the step of "generating a customer database, including customer records, wherein each customer record tracks a customer," (Claims 1, 15, and 29) is contained within, *inter alia*, the file titled "CustForm.asp." See Exhibit 2.

10.   A method, system, or computer program that performs the step of "generating a product database, including product records, wherein each product record tracks a product," (Claims 1, 15, and 29) is contained within, *inter alia*, the file titled "product.asp." See Exhibit 2.

11.   A method, system, or computer program that performs the step of "creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases," (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "addcust.asp" and "product.asp." See Exhibit 2.

12.   A method, system, or computer program that performs the step of "accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information, and servicing information associated with the customer" (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "searchCust.asp," "custHist.asp," "product.asp," "CallTrack.asp," and "Ticket.asp." See Exhibit 2.

13.   A method, system, or computer program that performs the step of "allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules" (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "UpdateCust.asp," "CustMod.asp," "productMod.asp," and "extwar.asp." See Exhibit 2.

14.   A method, system, or computer program that performs the step of "allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location" (Claims 1, 15, and 29) is contained within, *inter alia*, the files titled "UpdateCust.asp," "CustMod.asp," "productMod.asp" and "extwar.asp." See Exhibit 2.

15.   A method, system, or computer program that performs the step of "transmitting over the Internet an input page in which at least one client representative enters data to update the customer database" (claims 3, 17, and 31) is contained within, *inter alia*, the files titled "UpdateCust.asp." See Exhibit 2.

16.   A method, system, or computer program that performs the step of "transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "searchCust.asp." See Exhibit 2.

17.   A method, system, or computer program that performs the step of "receiving the input page transmitted by the at least one client representative including a request for customer record information" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "searchCust.asp." See Exhibit 2.

18. A method, system, or computer program that performs the step of "generating an information page including customer record information for the customer record specified in the received input page" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "CustomerList.asp" See Exhibit 2.

19. A method, system, or computer program that performs the step of "transmitting the information page to the requesting at least one client representative over the Internet" (Claims 4, 18, and 32) is contained within, *inter alia*, the file titled "CustomerList.asp." See Exhibit 2.

20. A method, system, or computer program that performs the steps of "providing problem and solution codes to be selected by the at least one client representative" and "recording any additions or modifications in either the customer or product record using the problem and solution codes" (Claims 7, 21, and 35) is contained within, *inter alia*, the file titled "Ticket.asp." See Exhibit 2.

21. A method, system, or computer program that performs the step of "wherein the contact with the customer is by e-mail and an email module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer" (Claims 8, 22, and 36) is contained within, *inter alia*, the files titled "email_main.asp," "email_result.asp," "email_reply.asp," and "email_sendmail.asp." See Exhibit 2.

22. A method, system, or computer program that performs the steps of "interlinking with a front-end GUI to display the product image and information over the Internet," "processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record," "updating the customer and product records to account for the purchase of the product," and "updating the customer record to account for the purchase of the extended warranty," (Claims 9, 23, and 37) are performed by, *inter alia*, the files titled "custMod.asp," "productMod.asp," and "extwar.asp" See Exhibit 2.

23.   A method, system, or computer program that performs the steps of "accessing a return merchandise management module," and "producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code" (Claims 11, 25, and 39) are performed by, *inter alia*, the files titled "RMA.asp," "RMA_Info.asp," and "Ticket.asp." See Exhibit 2.

24.   A method, system, or computer program that performs the step of "producing a printable sheet with information on the purchase of the product" (Claims 12, 26, and 40) is contained within, *inter alia*, the file titled "Sale_order.asp." See Exhibit 2.

25.   A method, system, or computer program that performs the step of "producing a report based on information from the customer and product records" (Claims 13, 27, and 41) is contained within, *inter alia*, the files titled "Summary.asp." See Exhibit 2.

26.   A method, system, or computer program that performs the steps of "interlinking a third party shipping software with the product database," and "updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product" (Claims 14, 28, and 42) are performed by, *inter alia*, the files titled "request_part.asp," "productDetail.asp," "Ticket.asp," and "display.asp." See Exhibit 2.

27.   I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statement were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under 18 U.S.C. § 1001.

Name: Andy Ming Lee
Address: 3009 Payne Ranch Road
City: Chino Hills State: CA ZIP: 91709
Signature: Date: 7/27/2005

Name: Alorica Inc. on behalf of Hsyh-Min Hsu
Address: 14726 Ramona Ave., 3rd floor
City: Chino State: CA ZIP: 91710
Signature: Date: 7/27/2005
Title of Signing Person: President

Name: Paul Hao
Address: 3430 Castleford Pl.
City: Rowland Heights State: CA ZIP: 91748
Signature: Date: 7/27/05

Name: Shyh-Tyng Edward Sun
Address: 20518 E. Oak Meadow Ln.
City: Diamond Bar State: CA ZIP: 91765
Signature: Date: 7-27-05

Name: Tracy Tseng
Address: 9206 Conifer Ln #G
City: Rancho Cucamonga State: CA ZIP: 91730
Signature: Tracy Tseng Date: 7/27/2005

EXHIBIT 1

1.　　A method for managing customer and product information over the Internet using a multi-functional customer relationship management tool available to at least one client representative, comprising:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases;

receiving a random, non-automated contact from a customer through a telephone call or by an email;

accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information and servicing information associated with the customer;

allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules; and

allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location.

2.   The method of claim 1, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

3.   The method of claim 1, wherein the step of updating the customer database further comprises:

transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

4.   The method of claim 1, wherein the step of tag reviewing previous customer contacts further comprises:

transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the requesting pt least one client representative over the Internet.

5.   (Cancelled)

6.   (Cancelled)

7.   The method of claim 1 wherein the step of allowing the at least one client representative to update the customer database, further comprises:

providing problem and solution codes to be selected by the at least one client representative; and

recording any additions or modifications in either the customer or product record using the problem and solution codes.

8.   The method of claim 7, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

9.   The method of claim 1, further comprising:

interlinking with a front-end GUI to display the product image and information over the Internet;

processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

updating the customer and product records to account for the purchase of the product; and

updating the customer record to account for the purchase of the extended warranty.

10.   (Cancelled)

11.   The method of claim 1 wherein the at least one client representative is a repair facility representative, further comprising:

accessing a return merchandise management module; and

producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

12.   The method of claim 9, further comprising:

producing a printable sheet with information on the purchase of the product.

13.   The method of claims 1, further comprising:

producing a report based on information from the customer-and product records.

14.   The method of claim 1, further comprising:

interlinking a third party shipping software with the product database;

updating the product database from information received from the third party shipping

software to add or modify a specific product record indicating shipping information about the product.

15.   A system for managing customer and product information over a the Internet using a

multi-functional customer relationship management tool available to at least one client

representative, comprising:

means for generating a customer database including customer records, wherein each

customer record tracks a customer,

means for generating a product database including product records, wherein each

product record tracks a product;

means for creating a plurality of modules for use in the multi-functional customer

relationship management tool, wherein each module allows specific access and manipulation

of the customer and product databases;

means for receiving a random, non-automated contact from a customer through a

telephone call or by an email;

means for accessing at least one of the plurality of modules in the multi-functional

customer relationship management tool to allow a first client representative to review

previous customer contacts, product information and servicing information associated with

the customer;

means for allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase information, service request, return merchandise request, or complaint using one of the plurality of modules; and

means for allowing a second client re^{p}resentative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further update a product record using at least one of the plurality of modules to update Inventory information of a product at a warehouse location.

16. The system of claim 15, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an a-mail module, an inventory management module, a reporting system module and a credit card processing module.

17. The system of claim 15, wherein the means for updating the customer database further comprises:

means for transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

18.   The system of claim 15, wherein the means for reviewing previous customer contacts further comprises:

means for transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

means for receiving the input page transmitted by the at least one client representative including a request for customer record information;

means for generating an information page including customer record information for the customer record specified in the received input page; and

means for transmitting the information page to the requesting at least one client representative over the Internet.

19.   (Cancelled)

20.   (Cancelled)

21.   The system of claim 15, wherein the means for allowing the at least one client representative to update the customer database further comprises:

means for providing problem and solution codes to be selected by the at least one client representative; and

means for recording any additions or modifications in either the customer or product record using the problem and solution codes.

22.   The system of claim 20, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

23.   The system of claim 15, further comprising:

means for interlinking with a front-end GUI to display the product image and information over the Internet;

means for processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

means for updating the customer and product records to account for the purchase of the product; and

means for updating the customer record to account for the purchase of the extended warranty.

24.   (Cancelled)

25.   The system of claim 15, wherein the at least one client representative is a repair facility representative further comprising:

means for accessing a return merchandise management module; and

means for producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

26.   The system of claim 23, further comprising: means for producing a printable sheet with information on the purchase of the product.

27.   The system of claim 15, further comprising: means for producing a report based on information from the customer and product records.

28.   The system of claim 15, further comprising:

means for interlinking a third party shipping software with the product database;

means for updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

29.   A program for managing customer and product information over the Internet using a multi-functional customer relationship management tool available to at least one client representative comprising a computer usable media including at least one computer program embedded therein that is capable or causing at least one computer to perform:

generating a customer database including customer records, wherein each customer record tracks a customer;

generating a product database including product records, wherein each product record tracks a product;

creating a plurality of modules for use in the multi-functional customer relationship management tool, wherein each module allows specific access and manipulation of the customer and product databases;

receiving a random, non-automated contact from a customer through a telephone call or by an email;

accessing at least one of the plurality of modules in the multi-functional customer relationship management tool to allow a first client representative to review previous customer contacts, product information and servicing information associated with the customer,

allowing the first client representative to update the customer database from information received from the customer to add or modify a specific customer record logging the customer contact and recording any new product or warranty purchase Information, service request, return merchandise request, or complaint using one of the plurality of modules; and

allowing a second client representative located at a different site from the first client representative to access the multi-functional customer relationship tool over the Internet to further u^pdate a product record using at least one of the plurality of modules to update inventory information of a product at a warehouse location.

30.   The program of claim 29, wherein the plurality of modules available to the at least one client representative include at least four members of a set of modules comprising a customer interaction module, a return merchandise management module, a warranty administration module, an e-mail module, an inventory management module, a reporting system module and a credit card processing module.

31.   The program of claim 29, wherein the step of updating the customer database further performs:

transmitting over the Internet an input page in which the at least one client representative enters data to update the customer database.

32.   The program of claim 29, wherein the step of reviewing previous customer contacts further performs:

transmitting over the Internet an input page in which the at least one client representative enters search information to request customer record information from the customer database;

receiving the input page transmitted by the at least one client representative including a request for customer record information;

generating an information page including customer record information for the customer record specified in the received input page; and

transmitting the information page to the requesting at least one client representative over the Internet.

33. (Cancelled)

34. (Cancelled)

35. The program of claim 29 wherein the step of allowing the client representative to update the customer database, further performs:

provoiding problem and solution codes to be selected by the at least one client representative; and

recording any additions or modifications in either the customer or product record using the problem and solution codes.

36. The program of claim 33, wherein the contact with the customer is by e-mail and an e-mail module is used to respond back to the customer, wherein the e-mail module scans the e-mail for key words and categorizes the email for appropriate response using predetermined problem and solution codes and e-mail templates are used to form a response back to the customer.

37. The program of claim 29, further performing: interlinking with a front-end GUI to display the product image and information over the Internet;

processing a payment for a purchase of the product or an extended warranty from the information stored in the customer record;

updating the customer and product records to account for the purchase of the product; and

updating the customer record to account for the purchase of the extended warranty.

38.   (Cancelled)

39.   The program of claim 29, wherein the at least one client representative is a repair facility representative further performing:

accessing a return merchandise management module; and

producing a printable sheet with a bar code identifying a returned product using a commercial bar code font to code the bar code.

40.   The program of claim 37, further performing: producing a printable sheet with information on the purchase of the product.

41.   The program of claim 29, further performing: producing a report based on information from the customer and product records.

42.   The program of claim 29, further performing:

interlinking a third party shipping software with the product database; and

updating the product database from information received from the third party shipping software to add or modify a specific product record indicating shipping information about the product.

```
Volume in drive D is ALORICA INC
Volume Serial Number is 721B-1449

Directory of D:\CRM\emachines2

02/07/2001  02:00a    <DIR>          .
02/07/2001  02:02a    <DIR>          ..
02/07/2001  02:00a    <DIR>          _derived
02/07/2001  02:00a    <DIR>          _private
02/07/2001  02:00a    <DIR>          _ScriptLibrary
02/07/2001  02:00a    <DIR>          _vti_cnf
02/07/2001  02:00a    <DIR>          _vti_log
02/07/2001  02:00a    <DIR>          _vti_pvt
02/07/2001  02:00a    <DIR>          email
02/07/2001  02:00a    <DIR>          images
02/07/2001  02:00a    <DIR>          img
02/07/2001  02:00a    <DIR>          include
02/07/2001  02:00a    <DIR>          Inventory
02/07/2001  02:00a    <DIR>          Manual
02/07/2001  02:00a    <DIR>          pic
02/07/2001  02:00a    <DIR>          proj
11/07/2000  05:31p           2,049 global.asa
11/10/2000  11:16a           7,167 ~hsCustForm.asp
11/10/2000  11:15a           8,717 ~hsCustMod.asp
11/10/2000  11:15a           3,192 addagent.asp
11/10/2000  11:53a           3,136 AddCallHist.asp
11/10/2000  11:15a           5,178 addCust.asp
11/10/2000  11:15a          14,848 agent.asp
11/10/2000  11:15a          26,255 CallHist.asp
11/10/2000  11:15a          18,232 CallHist_1.asp
11/10/2000  11:15a          20,261 CallHist_bak.asp
11/10/2000  11:15a           4,200 callHist_display.asp
11/10/2000  11:15a           1,509 CallHistList.asp
11/10/2000  11:38a           3,657 CallTrack.asp
11/10/2000  11:15a           7,489 charge_ESA.asp
11/10/2000  11:15a           7,001 ComputerInfo.asp
11/10/2000  11:15a           1,562 CreateTicket.asp
11/10/2000  11:15a           8,170 CustForm.asp
11/10/2000  11:15a           6,768 CustForm_old.asp
11/10/2000  11:15a           1,819 custHist.asp
11/10/2000  11:15a          10,486 CustMod.asp
11/10/2000  11:51a           2,454 CustomerList.asp
11/10/2000  11:15a             451 CustomerSearch.asp
11/10/2000  11:15a             566 CustSearch.asp
11/10/2000  11:15a              75 default.asp
11/10/2000  11:15a          13,532 display.asp
11/10/2000  11:15a           2,478 email_document.asp
11/10/2000  11:15a           3,030 email_forward_mail.asp
11/10/2000  11:15a           1,894 email_forwardemail.asp
11/10/2000  11:15a           1,333 email_loginverify.asp
11/10/2000  11:15a          10,273 email_mail.asp
11/10/2000  11:15a           2,764 email_main.asp
11/10/2000  11:15a             916 email_remove.asp
11/10/2000  11:15a             973 email_reply.asp
11/10/2000  11:15a             891 email_reply2.asp
11/10/2000  11:15a           3,224 email_researchmail.asp
11/10/2000  11:15a           3,969 email_result.asp
11/10/2000  11:15a           1,492 email_search.asp
11/10/2000  11:15a             434 email_search_default.asp
11/10/2000  11:15a           5,131 email_search1.asp
11/10/2000  11:15a           2,179 email_sendmail.asp
11/10/2000  11:15a           1,265 email_submit.asp
11/10/2000  11:15a           3,946 email_template.asp
11/10/2000  11:15a           3,976 email_template2.asp
```
Page 1

```
11/10/2000    11:15a       1,841  email_templateadd.asp
11/10/2000    11:15a         592  email_templatedelete.asp
11/10/2000    11:15a       2,015  email_templatemodify.asp
11/10/2000    11:15a       3,722  email_top.asp
11/10/2000    11:15a         385  email_welcome.asp
11/10/2000    11:15a      19,999  esa_free.asp
11/10/2000    11:15a      18,923  esa_free2.asp
11/10/2000    11:15a      25,136  escalation.asp
11/10/2000    11:15a       4,744  escalation_display.asp
11/10/2000    11:15a      16,543  escalation_info.asp
11/10/2000    11:15a      35,845  escalation2.asp
11/10/2000    11:15a       8,411  ext.asp
11/10/2000    11:15a       4,758  extt.asp
11/10/2000    11:15a      13,879  extwar.asp
11/10/2000    11:15a       7,071  extwar2.asp
11/10/2000    11:15a       4,846  force_esa.asp
11/10/2000    11:15a       3,145  forward_mail.asp
11/10/2000    11:15a       2,368  GetProdId.asp
11/10/2000    11:15a       1,467  lib_dbtablefast.asp
12/08/2000    06:33p       1,804  login.asp
11/10/2000    11:15a       1,134  LoginVerify.asp
11/10/2000    11:15a       1,485  main.asp
11/10/2000    11:15a         609  mainFrame.asp
11/10/2000    11:15a       2,798  modulenumber.asp
11/10/2000    11:15a      14,229  NewCust.asp
11/10/2000    11:15a       4,627  newproduct.asp
11/10/2000    11:15a       2,705  newproduct2.asp
11/10/2000    11:15a       1,240  Note.asp
11/10/2000    11:15a       1,240  Note1.asp
11/10/2000    11:15a       8,690  part_Info.asp
11/10/2000    11:15a      16,481  part_request.asp
11/10/2000    11:15a      15,307  paysupport.asp
11/10/2000    11:54a      11,085  paysupport_after_ticket.asp
11/10/2000    04:19p       6,810  paysupport_after_ticket2.asp
11/10/2000    03:42p       2,945  paysupport_info.asp
11/10/2000    04:11p      13,248  paysupport_thirdparty.asp
11/10/2000    04:12p       8,191  paysupport_thirdparty_2.asp
11/10/2000    04:12p       5,613  paysupport_thirdparty_look.asp
11/10/2000    11:15a       5,513  paysupport_thirdparty2_OLD.asp
11/10/2000    04:12p       2,345  paysupport_thirdparty3.asp
11/10/2000    11:15a       7,577  paysupport2.asp
11/10/2000    11:15a      17,771  product.asp
11/10/2000    11:15a      14,595  product1.asp
11/10/2000    11:15a       8,684  productDetail.asp
11/10/2000    11:15a       2,686  productMod.asp
11/10/2000    11:15a       4,491  rebate.asp
11/10/2000    11:15a       1,034  reject.asp
11/10/2000    11:15a      27,829  request_part.asp
11/10/2000    11:15a      12,152  request_part_2.asp
11/10/2000    11:15a      19,227  request_part2.asp
11/10/2000    11:15a       3,802  request_part3.asp
11/10/2000    11:15a      16,715  RMA.asp
11/10/2000    11:15a      21,226  RMA_Info.asp
11/10/2000    03:12p      39,625  rmas_inwarr.asp
11/10/2000    04:11p       8,010  rmas_inwarr_asc.asp
11/10/2000    04:11p      19,295  rmas_inwarr_asc_1.asp
11/10/2000    03:22p      26,337  rmas_inwarr2.asp
11/10/2000    04:11p      24,792  rmas_outwarr.asp
11/10/2000    04:11p       4,817  rmas_outwarr_asc.asp
11/10/2000    04:11p      19,295  rmas_outwarr2.asp
11/10/2000    11:15a      15,979  sale_order.asp
11/10/2000    11:15a       3,353  search_rebate.asp
11/10/2000    11:16a       7,491  search_rebet.asp
11/10/2000    11:16a       3,571  search_rebet2.asp
```

```
11/10/2000  11:16a        2,093 search_rma.asp
11/10/2000  11:16a        2,276 search_rma2.asp
11/10/2000  11:16a        2,844 searchCust.asp
11/10/2000  11:16a          830 searchCust1.asp
11/10/2000  11:16a          677 searchCustPro.asp
11/10/2000  11:16a        1,268 searchCustPro1.asp
11/10/2000  11:16a        1,287 searchCustPro2.asp
11/10/2000  11:16a        1,318 searchCustPro3.asp
11/10/2000  11:16a        1,311 searchCustPro4.asp
11/10/2000  11:16a        1,361 searchExt.asp
11/10/2000  11:16a        2,975 SearchForm_old.asp
11/10/2000  11:16a        5,296 Searchtest.asp
11/10/2000  11:16a        8,559 softrequest2.asp
11/10/2000  11:16a       15,767 softrequest3.asp
11/10/2000  04:24p       11,105 Summary.asp
11/10/2000  11:16a        4,445 support_thirdparty_charger.asp
11/10/2000  11:16a        4,082 sykes.asp
11/10/2000  11:16a          338 test.asp
11/10/2000  11:16a        1,669 test1.asp
11/10/2000  11:16a        1,439 testmail.asp
11/10/2000  11:16a        2,736 Ticket.asp
11/10/2000  11:43a        9,632 Top.asp
11/10/2000  11:16a        4,044 UpdateCust.asp
11/10/2000  11:15a          226 verifyAgentID.asp
10/18/2000  11:55a       14,756 agent.asp.bak
11/01/2000  11:45a       20,259 CallHist_bak.asp.bak
10/18/2000  11:55a        1,106 custHist.asp.bak
10/18/2000  11:55a       10,834 CustMod.asp.bak
10/18/2000  11:56a        7,424 search_rebet.asp.bak
10/18/2000  11:56a        7,175 search_rma.asp.bak
10/18/2000  11:56a        8,444 Summary.asp.bak
10/18/2000  11:56a        7,247 sykes.asp.bak
11/10/2000  11:22a          338 test.asp.bak
11/10/2000  11:15a        1,794 Main.css
11/10/2000  11:16a          971 Top.css
10/18/2000  11:55a        8,568 CustForm.asp.f
11/10/2000  11:15a        2,872 search.htm
11/01/2000  11:45a        7,419 ADOVBS.INC
10/19/2000  12:15p          186 dbconn.inc
11/01/2000  09:11a          186 dbconn_old.inc
10/18/2000  11:55a           40 dbconnclose.inc
10/31/2000  04:43p           40 dbconnclose_old.inc
11/01/2000  11:46a       19,477 es.js
11/01/2000  11:45a          759 CustomerList.asp.o
11/01/2000  11:45a          343 altered_DB_Pages.txt
              152 File(s)    1,070,901 bytes
               16 Dir(s)             0 bytes free
```